

**DBA**

# ROBERT SMITH

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## Objective

Highly qualified DBA with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

## Skills

Research, Microsoft Office, Office Machines, Customer Service.

## Work Experience

### DBA

#### ABC Corporation - 2010 - 2016

- Developed daily, weekly and monthly reports to monitor and measure performance, staff productivity, daily sales, and inventory criteria.
- Created effective staffing model for all locations to meet stringent service level requirements.
- Worked with all 4 store managers to ensure all front line employees were well trained to handle customer orders Established performance criteria and performance expectations, and create energized and motivating work environment for achievement of high service and customer satisfactions.
- Worked closely with accounting department to ensure P&Ls, weekly corporate reports, and payrolls were completed accurately and timely manner.
- Worked closely with all vendors to ensure weekly orders were completed accurately, and products were delivered with high quality, and in a timely manner.
- Ensured open communications between corporate office, accounting dept., store managers, and vendors to minimize any issues that would affect the store productivity, and/or customer satisfactions.
- Established monthly meeting with corporate marketing department to discuss and implement local area advertisement programs.

### DBA

#### ABC Corporation - 2009 - 2010

- Tier 3 Technical Support Agent My position at WDS included taking calls on supported and unsupported phones or air cards for T-Mobile. While providing Tier 3 Technical support to the customer as well as our Representatives at other locations while on the phone.
- My duties including troubleshooting along with billing inquiries and changes.
- Getting either there Air card to recognize our network or setting up new or old unlocked phones for our customers.
- If we didnt know the answer we found it.
- Also did troubleshooting on phone as modems as well as MMS or SMS issues on phones along with supporting Microsoft Active sync on personal computers as well as clients phone.
- Also creating DUNs or rebuilding modems or ports.
- If need be I took customer into inner workings of their phone or personal computer and explained what we were doing in a way that if the same situation arose they could

troubleshoot problem on their own or for a friend..

## Education

Certificate in Computer Systems and programming - (COMPUTER LEARNING CENTER - Los Angeles, CA)